

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Customer Service Manager		
<b>Job Code:</b>	MG1221	<b>Job Family:</b>	Management
<b>Pay Grade</b>	611	<b>Date Reviewed:</b>	07/08/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Directs, manages, supervises and coordinates the activities and operations of the Customer Service Division within assigned department, including customer billing, revenue collection and service delivery methods for high volume call centers of assigned department. Coordinates assigned activities with other divisions, departments and outside agencies; and provides complex administrative support to the Assistant Director of assigned department.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Assumes management responsibility for assigned services and activities of the Customer Service Division, including customer billing, revenue collection and service delivery methods for high volume call centers of assigned department.
3. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs. Recommends and administers policies and procedures.
4. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned customer service programs, service delivery methods and procedures; works with employees on the continuous improvement of city services; and recommends appropriate service and staffing levels.
5. Receives and responds to normal and/or escalated customer complaints and inquiries via telephone, in person and/or in writing. Explains division policies and procedures.
6. Oversees the preparation of miscellaneous accounts receivable, adjustments and miscellaneous journals, reconciliations to balance with daily cash and general ledger. Monitors processes and balances sheets to ensure sound system of accountability.

7. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments; and reviews re-estimates.
8. Performs the more complex tasks, including researching and collaborating with other sections and departments to provide resolution.
9. Serves as the liaison for the Customer Service Division with other divisions, departments and outside agencies. Negotiates and resolves sensitive and controversial issues.
10. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence; and provides staff assistance to the Assistant Director of assigned department.
11. Conducts a variety of organizational studies, investigations and operational studies; and recommends modifications to customer service programs, policies and procedures as appropriate.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
14. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Operational characteristics, services and activities of a customer service program.
  - Principles and procedures of customer billing, collections and accounting.
  - Principles and practices of program development and administration.
  - Principles and practices of municipal budget preparation and administration.
  - Principles and procedures of financial record keeping and reporting.
  - Principles of supervision, training and performance evaluation.
  - Principles of data collection and analysis.
  - Pertinent Federal, State and local laws, codes and regulations.
  - Principles and procedures of meter reading, as assigned.
  - City's Personnel Rules and Regulations.
  - Construction practices, bid processes and security techniques, as assigned.
  - Customer service trends.
  - Principles of developing policies, procedures and management plans.
  - City codes and ordinances.
- **Skill in:**
  - Customer service.
  - Interpersonal relations.

- Organization and time management.
- Prioritization.
- Computers and applicable software.
- Strategic thinking.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Oversee and participate in the management of a comprehensive customer service program.
  - Oversee, direct and coordinate the work of subordinate employees.
  - Select, supervise, train and evaluate subordinate employees.
  - Participate in the development and administration of division goals, objectives and procedures.
  - Oversee customer billing, revenue collection and other services as assigned.
  - Respond to requests and inquiries from the general public.
  - Prepare and administer large program budgets.
  - Prepare clear and concise administrative and financial reports.
  - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
  - Research, analyze and evaluate new service delivery methods and techniques.
  - Interpret and apply Federal, State and local policies, laws and regulations.
  - Stay abreast of changes in City policies and code regulations to ensure appropriate communication of rules to developers and citizens, as assigned.
  - Establish and maintain effective working relationship.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major course work in accounting, business administration or a related field and five years of increasing responsible customer service and billing experience, including two years of administrative and supervisory responsibility.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.